

# Texas Department of Information Resources

## Purchasing Methods

October 21, 2021



Texas Department of Information Resources

Transforming How  
Texas Government  
Serves Texans

# Purchasing Methods – Information Technology Products and Services



# Introduction of Speakers



**Tom Hay**  
Outreach & Training Coordinator  
CTCD/CTCM



**Mary Vickery**  
Customer Procurement Manager  
CTPM, CTCM

# Agenda

- Statutes for Procurement Methods
- DIR Shared Technology Services
- DIR Cooperative Contracts Process
- Purchasing IT Products and Services
- Purchasing Thresholds
- Statements of Work
- Resources
- Questions and Answers





# Statutes for Procurement Methods



# State Approved Purchasing Methods – DIR

**DIR is a state agency created in 1989 that serves as the chief information office for the State of Texas.**

- **Texas Gov't Code, 2157.068** - Requires state agencies to purchase hardware, software, and technology services through DIR's cooperative contracts.
- **Texas Gov't Code 2157.068** - Hardware, software, and technology services are defined as commercial software, hardware, or technology services, other than telecom services for which DIR determines that a reasonable demand exists from two or more customers. The term includes seat management, through which a customer transfers its personal computer equipment and service responsibilities to a private vendor to manage the personal computing needs for each desktop in the state agency, including all necessary hardware, software, and support services.
- **Texas Gov't Code, Chapter 2170** - Requires state agencies to procure telecommunications services through DIR. DIR is the state agency responsible for obtaining telecommunications services.

\* Texas Government Code §2157.068 (a) has been signed by the governor through SB 538.



# State Approved Purchasing Methods

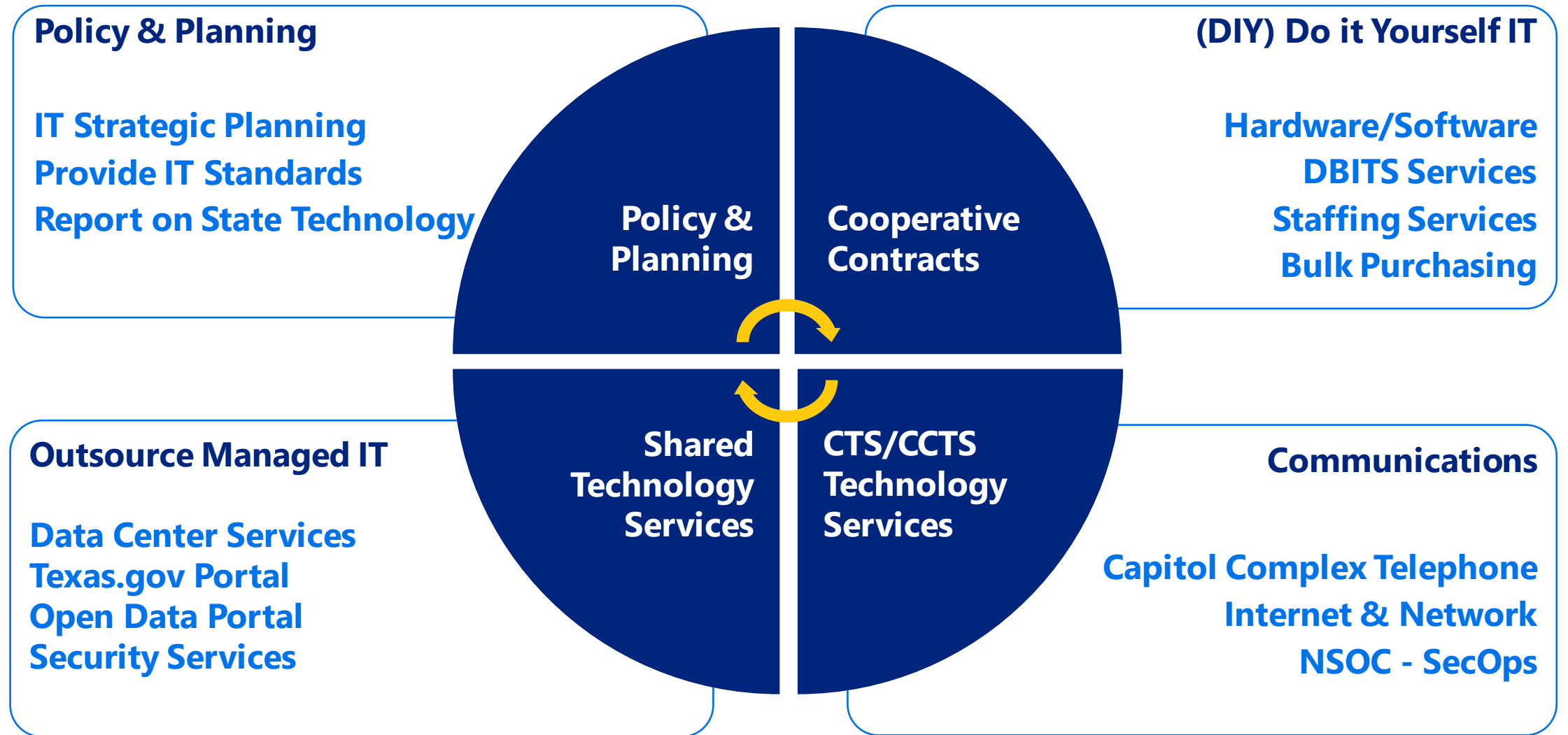
## Things to know about DIR method of procurement:

- The Request for Offer (RFO) method of procurement is mainly used to procure Automated Information System (AIS) and Information Technology (IT) services.
- All DIR contracts are awarded in accordance with statute as set forth by the Texas legislature
- DIR's Cooperative Contracts allows a customer to directly order with the Vendor by issuing a purchase order (PO) with the DIR contract number referenced.

State of Texas Procurement and Contract Management Guide provides additional information on selecting Procurement Methods mandated by the legislature through government code.



# DIR Service Delivery





# Eligible DIR Customers

## Texas State Agencies and Institutions of Higher Ed (183)

## Local Government (6200+)

- Cities
- Counties
- Public School Districts
- Municipalities
- Junior College Districts
- Special Purpose Districts

## Other Organizations

- Assistance Organizations
- Electric Reliability Council of Texas (ERCOT)
- Lower Colorado River Authority (LCRA)
- Private Schools
- Private or Independent Institutions of Higher Education
- Volunteer Fire Department
- Public Safety Entities
- Hospitals
- Public entities outside Texas

# DIR Shared Technology Services (STS)



# DIR Shared Technology Services Model

State Agency

State Agency

Local  
Government

K - 12  
Education

Higher  
Education

## Multi-sourcing Services Integrator (MSI)

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

### Data Center Services

- Texas Private Cloud
- Public Cloud Manager
- Mainframe Services
- Technology Solution Services
- Print, Mail, & Digitization

### Texas.gov

- Constituent Payment Portal
- Texas by Texas Digital Assistant
- Identity Solutions

### Managed Security Services

- Device Monitoring
- Incident Response
- Assessments

### Open Data Portal

- Official State Repository of Publicly Available Electronic Data



# DIR Shared Technology Services: Data Center Services

## Multi-sourcing Services Integrator (MSI) - Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

- Privileged Access
- Policies & Standards

### DCS Security Operations SAIC

- Active Threat Identification
- Security Incident and Event Management

- Technology Planning
- Reference Architecture

### Technology Solution Services (TSS) Deloitte

- Solution Consulting
- Project Delivery

#### Application Services Deloitte

- Application Development
- Application Maintenance
- Legacy Modernization
- Staff Augmentation

#### Private Cloud Atos

- Managed Server Compute
- Managed LAN/WAN
- Data Center Facilities

#### Public Cloud Manager Rackspace

- AWS, Azure, Google
- Managed Cloud Services
- Email O365
- Geographic Information Systems

#### Mainframe Atos

- Managed Mainframe Services

#### Print Mail Xerox

- Managed Print & Mail
- Digitization
- Document Management System



# DIR Shared Technology Services: Texas.gov

## Multi-sourcing Services Integrator (MSI) - Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

### Texas.gov Services **Deloitte**

- Constituent Payment Portal
- Texas by Texas Digital Assistant
- Identity Solutions
- Statewide Internet Portal
- Marketing & Advertising



### Texas.gov Payment **Texas NIC**

- Payment Processing
- PCI Compliance
- State Accounting System Integration

# DIR Shared Technology Services: Managed Security Services

## Multi-sourcing Services Integrator (MSI) - Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

### Security Monitoring & Device Management **AT&T**

- End Point Device Management
- Intrusion Detection/Prevention
- Malware Detection/Prevention
- Managed Firewalls
- Security Operations Centers

### Incident Response **AT&T**

- Incident Response and Resolution
- Digital Forensics
- Response Preparedness

### Compliance & Risk **AT&T**

- Controlled Penetration Testing
- Vulnerability Assessments
- Security Risk Assessments
- Web Application Vulnerability Scanning

# DIR Shared Technology Services: Open Data Portal


## Multi-sourcing Services Integrator (MSI) - Capgemini

- Marketplace
- Service Management
- Business Management
- Operations Management
- Customer Relationship Management

### Open Data Portal Socrata

- Official State Repository of Publicly Available Electronic Data
- Self-Service Data Consumption
- Automated Data Updates

  
**Permits & Licensing**  
Data on Permitting and Licensing in Texas

  
**Recreation**  
Find information on recreation in Texas

  
**Business & Economy**  
Economic and business data in Texas

  
**Government & Taxes**  
Explore the information on the government and how taxes are spent

  
**Social Services**  
Social service data for Texas citizens

  
**Transportation**  
Transportation data for Texas

  
**Agriculture**  
Agriculture, food and nutrition data for Texas

  
**Veteran**  
Veteran data for Texas Veterans

  
**Education**  
Education data for Texas

  
**Public Safety**  
Public safety data for Texas

  
**Energy and Environment**  
Energy and environmental data in Texas

  
**Public Reports and Maps**  
Explore copies of previously published Texas reports and/or maps

# Links to Shared Technology Services YouTube Videos:

## Shared Technology Services Overview:

<https://www.youtube.com/watch?v=b7Vp6yORleY>

## Texas by Texas:

<https://www.youtube.com/watch?v=LOTfauf3pvY>

## Technology Solution Services:

[https://www.youtube.com/watch?v=hYQ\\_M7cS6FQ](https://www.youtube.com/watch?v=hYQ_M7cS6FQ)

## Cloud Services:

<https://www.youtube.com/watch?v=WJrokmuXxYc>

## Print, Mail and Digitization:

[https://www.youtube.com/watch?v=mu\\_FPIMuJC0](https://www.youtube.com/watch?v=mu_FPIMuJC0)

## Texas Open Data Portal:

<https://www.youtube.com/watch?v=OdZXI87VBn4>

## Texas.gov:

<https://www.youtube.com/watch?v=JyUGvihJVAc>

## Managed Security Services:

<https://www.youtube.com/watch?v=OfnF4LZt70>

**Link to the DIR YouTube Channel:** <https://www.youtube.com/c/TexasDIR/videos>





# Communications Technology Services

**DIR provides a wide variety of telecommunications services to eligible customers throughout the State.**

**Telecom serves DIR customers in three (3) ways:**

- **Capitol Complex Telephone System (CCTS)**  
designed for agencies in the Capitol Complex
- **Texas Agency Network (TEX-AN)** including Voice (local and long distance) and Data offerings (internet services)
- Other Telecom Services including Wireless, Conferencing, and Managed Services



# Telecommunication Services

## Other Telecom Services

### Wireless Services

- Mobile satellite voice equipment (satellite phones);
- Pagers;
- Wireless equipment (cellphones, smartphones, accessories, wireless air cards, etc.); and
- Wireless voice and data services.

### Conferencing Services

- Audio Conferencing;
- Video Conferencing;
- Web Conferencing; and,
- Webcasting.

### Managed Services:

- Management of call-processing architecture;
- Call Center or Contact Center Services;
- IVR/Auto-Attendant;
- Phone Systems Management (PBX, key system, etc.) or Integration;
- Network Optimization; and
- Management of Voice and/or Data Networks.

# Cooperative Contracts Program



# Cooperative Contracts Benefits



## Create Savings

- Leverage the state's buying power to lower prices
- Contain best value
- Bulk Purchase Initiative



## Streamlines Purchasing Process

- Reduces purchasing and contract cycle time
- Reduces duplicate efforts
- Access to Historically Underutilized Businesses



## Benefits for Vendors

- Simplifies sales process for vendors
- Access to public entities
- Approximately \$2.58 Billion in sales per year

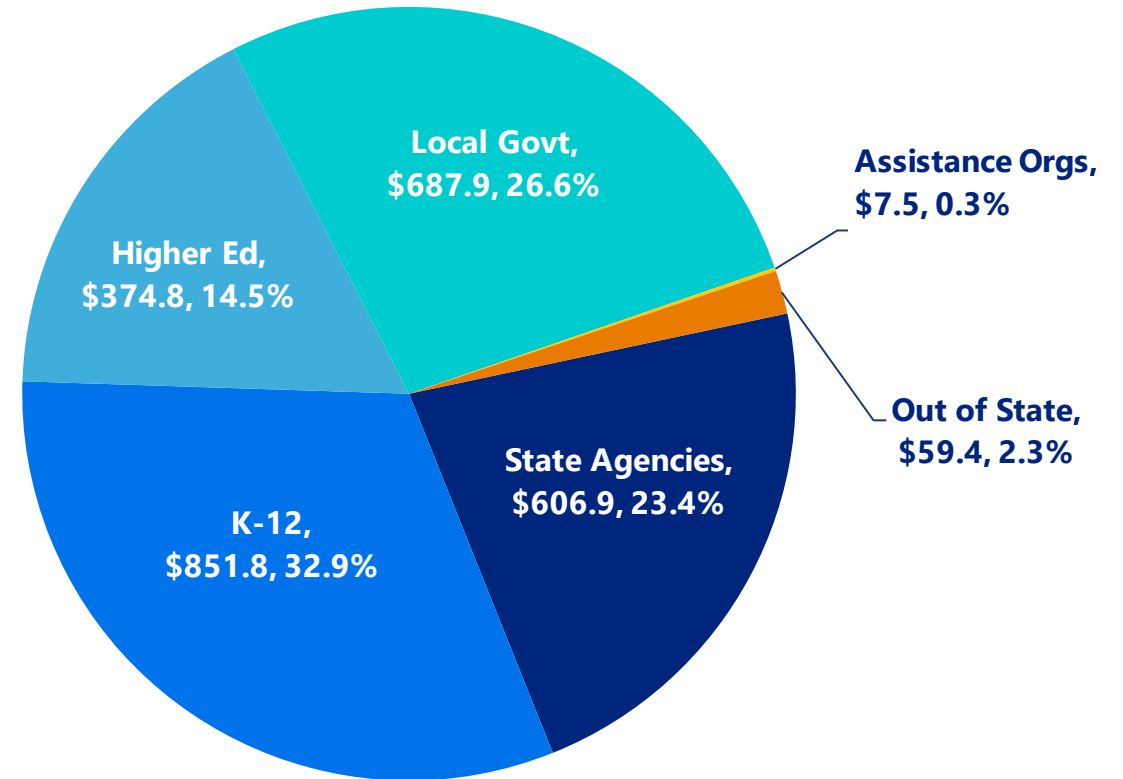




# DIR Cooperative Contracts FY20

**FY20 = \$2.588B**  
**\$357M Savings**

**FY20 Sales by Channel**  
in Millions



# Cooperative Contracts Products

- Computers
- Software
- Networking Equipment
- Printers & Copiers
- Surveillance Cameras
- Data Storage
- Digital Photography
- Accessibility Products
- Projectors
- Security Products
- Videoconferencing Equipment
- Classroom Interactive Products
- Body Cameras
- Drones
- Disaster Recovery Products
- IT Land Based Survey Products
- GIS Products



# Cooperative Contracts Services

- IT Staffing Services
- Technology Based Training
- End-User IT Outsourcing (Seat Management)
- Managed Document Output
- Deliverables Based IT Services (DBITS)
- Cyber Security Services
- Comprehensive Web Development
- Cloud Managed Services
- Cabling Services
- GIS Mapping Services
- Break/Fix Services
- Telecommunications Products and Related Services:
  - Network and Communications
  - Video Conferencing
  - Web Conferencing
  - Interpreter Services – over the phone and video



# IT Staffing

## Information Technology Staffing Augmentation Contracts (ITSAC) provide for temporary IT Staffing services

- Internships
- Applications/Software Development
- Data/Database Administration
- Web Development
- Quality Assurance (QA) and Testing
- Networking/ Telecommunications
- Security
- Project Management
- Technical Services, Help Desk and Operations
- IT Services Management (ITSM) Operations
- IT Marketing
- IT Contracting and Procurement

# Deliverables Based IT Services (DBITS)

**DBITS contracts provide deliverables-based, outsourced systems integration or application development projects**

- Application Development
- Application Maintenance and Support
- Business Intelligence (BI) and Data Warehouse
- Enterprise Resource Planning (ERP)
- Independent Verification and Validation (IV&V)
- Information Technology Assessments and Planning
- Project Management
- Technology Upgrade/Migration and Transformation
- IT Procurement Assistance



# Bulk Purchase Agreements

**DIR  
negotiates  
Bulk Agreements  
on behalf of  
Customers  
to  
Streamline  
the  
Purchasing Process**



Hardware

Apple  
Dell



Software

Adobe



Various Products and Related  
Services (i.e. Security products  
and services)

**Link to the Bulk Purchase initiatives on the DIR website:**

<https://dir.texas.gov/it-solutions-and-services/buying-through-dir/bulk-purchasing>

# Cooperative Contract Documents



# Cooperative Contract Documents

## Common Elements

- Contract Document
- Appendix A Standard Terms and Conditions
- Appendix B HUB Subcontracting Plan
- Appendix C Pricing Index or Statement of Work template

## Additional Appendices (as needed) Examples

- Appendix D Service Agreement
- Appendix E Master Operating Lease Agreement
- Appendix F Statement of Work

## Amendments

## Request for Offer

Use the [contract page](#) as your resource to download all contract documents.



# DIR Cooperative Contracts

## Term of your Engagement

- ✓ Customers purchase order/agreement survives DIR Contract, as long as it was issued before the DIR Contract Expires.
- ✓ Be aware of any areas where Vendor seeks to vary from DIR terms; can always enhance Customer's terms but not diminish or conflict with DIR contract terms.
- ✓ DIR contract terms generally have priority over almost all vendor documents (note exception for third party license agreements).

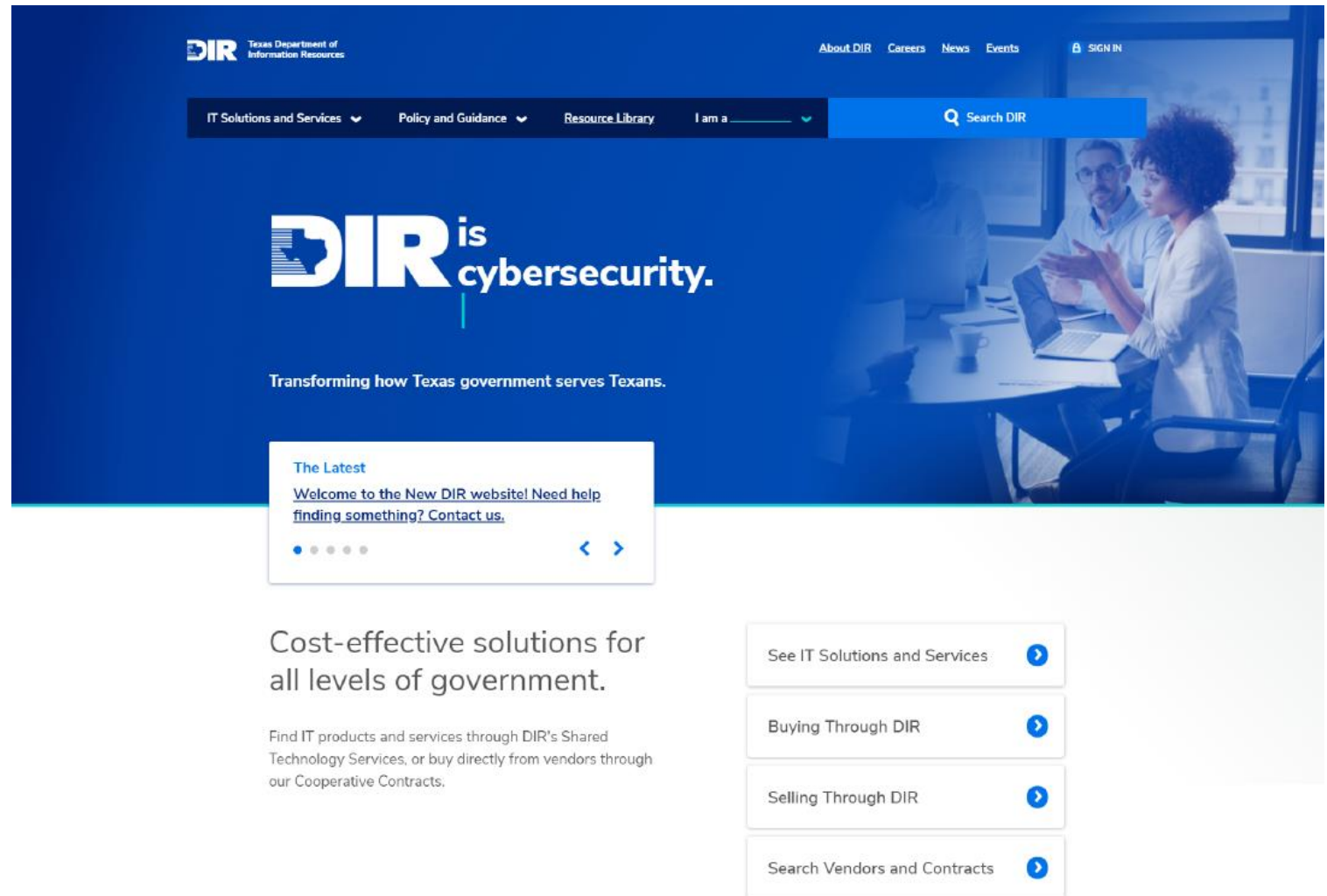


# Searching DIR Website



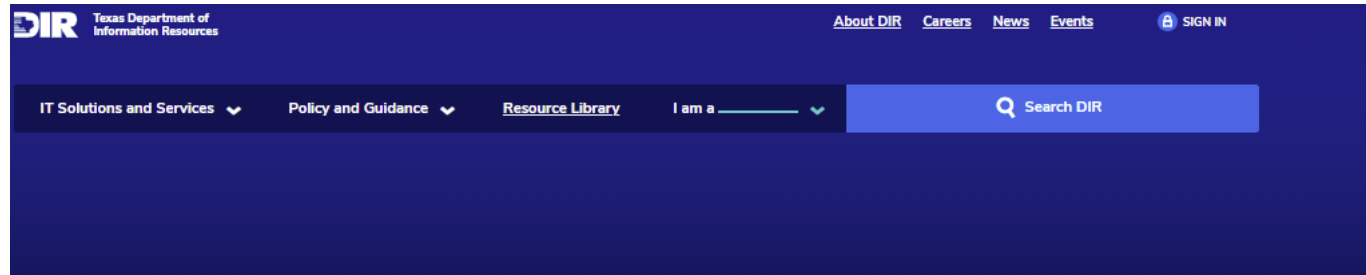


New website  
launched  
September 1,  
2021



**Note:** Scroll down on web page for further information.

# Searching All Contracts and Services



[Home](#) >

## IT Solutions and Services

On this page:

[IT Solutions from DIR](#)

[Buying and Selling Through DIR](#)

[Right Solution for Your Organization](#)

### Buying and Selling Through DIR

Whether you're looking to purchase through DIR as a Customer or looking to sell through DIR as a Vendor, start here to learn the process.

[Buying Through DIR](#)

[Selling Through DIR](#)

Program Areas - IT Solutions from DIR

Explore what DIR's IT Products and Services has to offer

[Hardware and Software](#)

[Cloud Services](#)

[Print Mail Services](#)

[Telecommunication Hardware and Services](#)

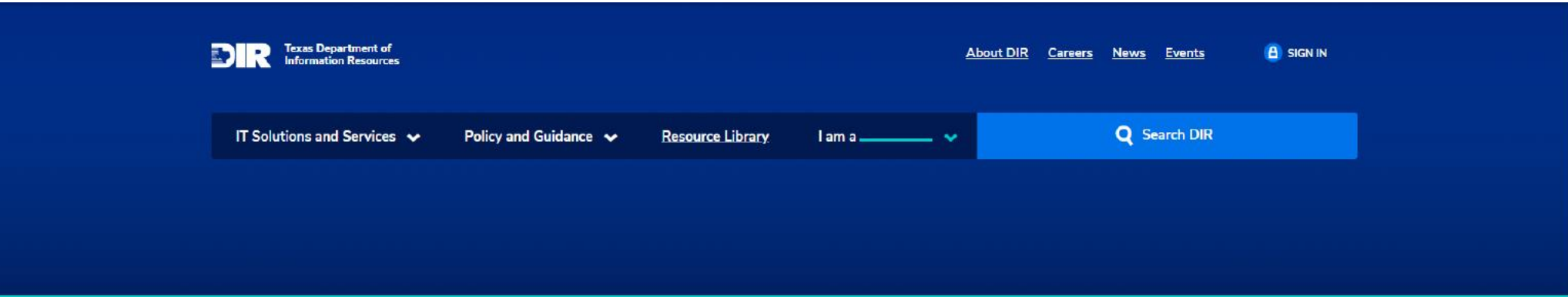
[IT Staffing Services](#)

[Information Security Hardware and Services](#)

[Schedule of Solicitation Opportunities](#)

**Note:** Scroll down on web page for further information.

# Searching All Contracts and Services



Home > IT Solutions and Services > Buying Through DIR

## Bulk Purchasing Opportunities

View Edit Delete Revisions Clone

On this page:

DIR Customers receive at least the minimum discount negotiated under a Bulk Purchase Agreement, regardless of the volume purchased by the customer.

Bulk purchases are not subject to competition or purchasing threshold limitations, otherwise in effect when using DIR Cooperative Contracts.

[Buying Through DIR](#)

Next Steps / Help & Support

Find out what IT hardware, software and services are available through a Bulk Purchase (BP) initiative.

**Note:** Scroll down on web page for further information.

# Searching All Contracts and Services

The screenshot shows the Texas Department of Information Resources (DIR) website. The header is dark blue with the DIR logo and 'Texas Department of Information Resources' on the left. On the right, there are links for 'About DIR', 'Careers', 'News', 'Events', and a 'SIGN IN' button. Below the header is a navigation bar with 'IT Solutions and Services', 'Policy and Guidance', 'Resource Library', and 'I am a' dropdown menu. A search bar labeled 'Search DIR' is on the right. The main content area has a dark blue background with the text 'Explore DIR Contracts' and a description: 'DIR has done the heavy lifting – Find the best products and services through 700+ contracts from top quality vendors.' There are buttons for 'See All Contracts' and 'Getting Started'. Below this is a light gray section titled 'Search All Contracts & Vendors' with a description: 'All contracts meet state purchasing requirements, Discounts help you to save big, Over 700 active contracts from approved Vendors'. It includes a 'Search By' dropdown, a text input field for keywords, and a 'Search' button. A link for 'Browse by Category' is at the bottom right.

**DIR** Texas Department of Information Resources

[About DIR](#) [Careers](#) [News](#) [Events](#) [SIGN IN](#)

IT Solutions and Services Policy and Guidance [Resource Library](#) I am a Search DIR

[Home](#)

## Explore DIR Contracts

DIR has done the heavy lifting – Find the best products and services through 700+ contracts from top quality vendors.

[See All Contracts](#) [Getting Started](#)

### Search All Contracts & Vendors

All contracts meet state purchasing requirements, Discounts help you to save big, Over 700 active contracts from approved Vendors


Search By

Enter keywords here...

Search

[Browse by Category](#)

# Contracts Search

Texas Department of  
Information Resources

[About DIR](#)[Careers](#)[News](#)[Events](#)[SIGN IN](#)

[IT Solutions and Services](#)[Policy and Guidance](#)[Resource Library](#)[I am a](#)

[Home](#)

## Explore DIR Contracts

DIR has done the heavy lifting – Find the best products and services through 700+ contracts from top quality vendors.

[See All Contracts](#)

[Getting Started](#)

### 


All contracts meet state purchasing requirements, Discounts help you to save big, Over 700 active contracts from approved Vendors

Product or Service

cabling services

Search

[Browse by Category](#)

 Transforming How Texas Government Serves Texans | #DIRisIT



# Search Results Export

Product or Service

cabling services

Search

All Pages & Content

Contracts & Vendors Results

All Results

Contracts

Vendors

Include Expired Contracts

OFF

1 - 10 of 27 search results for "Product or Service: cabling services"

Categories

Brands

Vendor HUB Types

Commodity Codes

Clear Filters

Cabling Services

Download Results (CSV)

Relevance

Contract

Vendor Name

Hub Type

DIR-CPO-4789

Sun City Cabling, LLC

915-97 - Wiring Services, Data/Voice, Arlington, Belden, Caddy, Chatsworth, Commscope, LEGRAND-QUIKTRON. ... Visit this Vendor's website to view the latest product, service, and pricing information.

DIR-CPO-4802

Jet Web Communications LLC

Hispanic American Male

**Note:** Scroll down on web page for further information.

# Exported List – Overview

Cabling Services results - Saved																
File Home Insert Page Layout Formulas Data Review View Help Acrobat																
K37																
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
1	Vendor Name	Contract Number	Contract	Contract Manager	Contract Term End Date	Hub Type	Vendor Contact Name	Vendor Contact Email	Vendor Contact Phone	E-Rate	Reseller Name	Reseller Vendor ID	Reseller Hub Type	Reseller Contact Name	Reseller Phone	Reseller Email
2	Big State Electric, Ltd	DIR-CPO-4775	Big State	David Mallory	5/11/2023	Non HUB	Darin Pape	darin.pape@bigstateelectric.com	(210) 559-3254	N						
3	Frank Low Voltage, LLC	DIR-CPO-4776	Frank Low	David Mallory	5/11/2023	Woman Owned Female	Randal Fisher	randal@pandccom.com	(512) 619-1734	N						
4	Brymer Communication Services, LLC	DIR-CPO-4777	Brymer Co	David Mallory	5/22/2023	Non HUB	Mike Miller	mike.miller@brycomm.com	(469) 520-7472	N						
5	Rightway Connections of Texas, Inc.	DIR-CPO-4780	Rightway	David Mallory	6/7/2023	Hispanic American Male	Dan Muniz	dan@rightwayconnections.com	(281) 441-2288	N						
6	Triumph Cabling Systems, LLC	DIR-CPO-4781	Triumph	David Mallory	8/16/2023	Hispanic American Male	Katie Kettelhut	kkettelhut@triumph-cs.com	(713) 465-9988	N						
7	Network Cabling Services, Inc.	DIR-CPO-4782	Network	David Mallory	6/7/2023	Non HUB	Mark Veltri	mveltri@ncs-tx.com	(281) 484-1777	N						
8	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	Cyson Technology Group LLC	1270571608700	Black American Female	Barbara Wright	(214) 683-1219	bwright@cys
9	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	Data Optics Cable	1742651777100	Hispanic American Male	Jerry Martin	(210) 340-4747	jmartin@dat
10	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	GB Tech Inc	1760163628900	Black American Male	Ivan Burkett	(281) 333-3703 x162	ivanb@gbtec
11	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	GTS Technology Solutions, Inc	1742339797900	Woman Owned Female	Laura Grant	(512) 452-0651	laura.grant@
12	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	LyncVerse Technologies, Inc	1470986297400	Black American Male	Sheppard Thomas	(281) 744-8385	sthamas@ly
13	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	M-Line	272991220	Non HUB	James Marrow	(512) 748-9884	mlinecable@
14	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	Project Support Services	1611697572900	Woman Owned Female	Patricia Blanton	(979) 255-6561	patti@pss-te
15	Electra Link, Inc.	DIR-CPO-4783	Electra Li	David Mallory	6/7/2023	Non HUB	Nicole Mallette	nicole.mallette@electralink.com	(281) 323-6152	N	Tekk Force, LLC	1271373387600	American Indian Male	Stephen Barker	(972) 689-6577	sbarker@tek
16	Southwest Networks, Inc.	DIR-CPO-4784	Southwest	David Mallory	6/11/2023	Hispanic American Male	FJ O'Leary	fj@southwestnetworks.com	(817) 897-3535	N						
17	JPC Construction, Inc.	DIR-CPO-4785	JPC Const	David Mallory	7/2/2023	Woman Owned Female	Doug Wilson	doug@jccom.net	(512) 670-1522	N						
18	Superior Fiber & Data Services, Inc.	DIR-CPO-4786	Superior	David Mallory	6/7/2023	Woman Owned Female	Randy Fuller	rfuller@sfdcabling.com	(972) 245-6014	N						
19	Austin Structured Cabling LLC	DIR-CPO-4787	Austin St	David Mallory	6/29/2023	Non HUB	Jayson LeBlanc	jleblanc@austinstructuredcabling.co	(512) 448-9555	N						
20	Senior Consultants, Inc	DIR-CPO-4788	Senior Co	David Mallory	6/29/2023	Service-Disabled Veteran	Jay Hall	jhall@srconsultants.net	817-457-4424	N						
21	Sun City Cabling, LLC	DIR-CPO-4789	Sun City	David Mallory	6/24/2023	Non HUB	Kerry Davie	kerry@suncitycabling.com	(915) 224-0429 ext 1	N						
22	AWS, LLC	DIR-CPO-4790	AWS, Inc.	David Mallory	6/18/2023	Hispanic American Male	Chris Hogan	chogan@motiveis.com	(210) 737-4009	N						
23	Datavox, Inc	DIR-CPO-4791	Datavox,	David Mallory	6/22/2023	Non HUB	Scott Ferguson	scott@datavox.net	(713) 881-7111	N						
24	Jet Web Communications LLC	DIR-CPO-4802	Jet Web	David Mallory	6/29/2023	Hispanic American Male	John Huebener	jhuebener@barcoment.com	(210) 930-6960	N						
25	Presidio Networked Solutions Group, L	DIR-CPO-4803	Presidio	David Mallory	8/13/2023	Non HUB	Erik Hayko	dldir-contracts@presidio.com	(469) 549-3800	N						
26	New IPS, Inc.	DIR-CPO-4804	New IPS	David Mallory	6/30/2023	Black American Male	David Young	davidy@innovativepbx.com	(915) 779-3834	N						
27	JabberComm, Inc.	DIR-CPO-4806	JabberCo	David Mallory	7/29/2023	Woman Owned Female	Richard Morris	rmorris@jabbercomm.com	469-241-1550	N						
28	Layer 3 Communications (Texas), LLC	DIR-CPO-4807	Layer 3 Co	David Mallory	7/27/2023	Non HUB	Craig Wall	cwall@layer3com.com	(512) 329-2920	N						
29	Titan Datacom, Inc.	DIR-CPO-4808	Titan Data	David Mallory	7/30/2023	Non HUB	Will Wood	will@titandatacom.com	(512) 836-3376	N						
30	Nemmer Electric, Inc. dba NEI Datacom	DIR-CPO-4809	Nemmer	David Mallory	8/16/2023	Non HUB	Shayne McFall	shayne@neitx.com	(254) 756-5456	N						
31	DigitalGenetix	DIR-CPO-4810	DigitalGen	David Mallory	7/30/2023	Black American Male	Edwin Pope	epope@digitalgenetix.com	(214) 493-6789	N						
32	Cyson Technology Group LLC	DIR-CPO-4811	Cyson Tech	David Mallory	8/9/2023	Black American Female	Gregory Wright	gwright@cysontechnology.com	(214) 683-1219	N						
33	PCS Telecom, Inc.	DIR-CPO-4812	PCS Telecom	David Mallory	7/29/2023	Hispanic American Female	Michelle Lopez	michelle@pcstelecominc.com	281-469-3367	N						
34	IES Communications, LLC	DIR-CPO-4813	IES Comm	David Mallory	8/19/2023	Non HUB	Sarah Brouillette	sarah.brouillette@iescomm.com	(480) 379-6200	N						
35	Shelby Communications, LLC	DIR-CPO-4814	Shelby Co	David Mallory	8/24/2023	Non HUB	Curtis Shelby	curtis@shelbycommunications.com	(214) 251-5237	N						

**Note:** Scroll over on document for further information.

# DIR Exemptions



# DIR Exemptions

**An exemption request is utilized when a state agency wants to procure an IT item through an avenue outside of a DIR contract or service.**

- Cooperative Contracts Blanket Exemptions
- Cooperative Contracts One-time Exemptions
- Cooperative Contracts Certification for Purchase through Local Cooperatives

**Although an agency may be exempt from using the Cooperative Contracts program, it may need to consider requesting other DIR exemptions.**

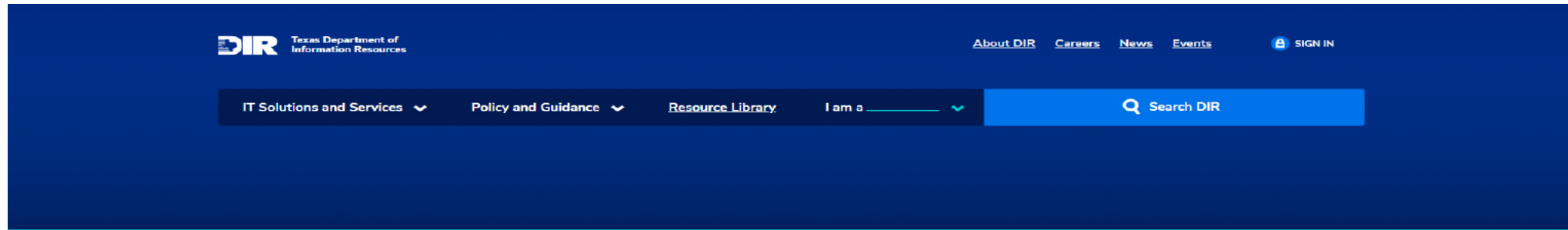
- Data Center Services Exemption
- Telecom Exemption
- Texas.gov Exemption





# Exemption Overview

To learn more about requesting exemptions from each of the DIR programs see the [Exemption Overview page on our website.](#)



[Home](#) > [IT Solutions and Services](#) > [State Agencies](#)

INFORMATION FOR

## Exemption Requests for State Agencies

[State Agencies](#) are required to purchase through DIR ([TGC 2157.068](#)), however, certain purchases may be exempt depending on the purchase and the program area the purchase would be made under (Cooperative Contracts, Communications Technology Services (CTS), or Shared Technology Services (STS)).

### What is an exemption request?

An **exemption request** is a waiver for a state agency to purchase IT hardware/software and other technology services through an alternative channel other than DIR.

Filing an exemption request **must** be approved by DIR before the exemption is granted. Reminder - Start with DIR to file your exemption before starting your procurement process.

As a rule of thumb, these conditions do not qualify for exemptions:

- Existing Procurement that has already been executed (i.e. Exemption cannot be filed after purchase)

**Note:** Scroll down on web page for further information.



# Cooperative Contracts Blanket Exemptions

**Should your state agency decide to proceed with an IT product or service procurement under a blanket exemption, the procurement must be made in accordance with the exact scope, terms, and requirements specified in the Blanket Exemptions listed below:**

- Emergency Procurement
- Critical Need
- WorkQuest (TIBH) Set-Aside
- Specific Commodity Codes for Computer/Office Equipment (refurbished only), Accessories & Consumables
- Radio Tower Rental or Lease
- Software Maintenance
- Publication - Subscription Services
- Job Posting Services
- Information Technology (IT) Based Laboratory Equipment
- Fire Alarm Equipment, Maintenance and Repair
- Fire Protection Equipment and Systems
- Electronic Filing Service Provider (EFSP)
- Technology Based Training
- Communication Access Realtime Translation (CART)
- Electronic Filing Service Provider (EFSP)

# Cooperative Contracts Blanket Exemptions (cont'd.)



## Minimum Threshold Procurements

State Agencies are exempt from Purchasing IT Commodities through a DIR Contract not to exceed \$5,000.00.



**Consider  
Bulk  
Purchase  
Instead**

## Maximum Threshold Procurements

State agencies are granted an exemption from the requirement to purchase through a DIR contract when purchasing commodity products and/or services when the value of the initial term of the contract exceeds \$10 million.

# Cooperative Contracts One-Time Exemptions

**If a Blanket Exemption does not exist, then a State Agency must request a one-time exemption by completing and submitting an Exemption Request Form.**

## **Exemption Justifications:**

- Cost
- Terms and Conditions
- Funding Source Restrictions
- Compatibility with Existing Technology Infrastructure
- Proprietary Restrictions
- Not available through a DIR contract offering
- Other Circumstances or Requirements



# Exemption Processing Timelines

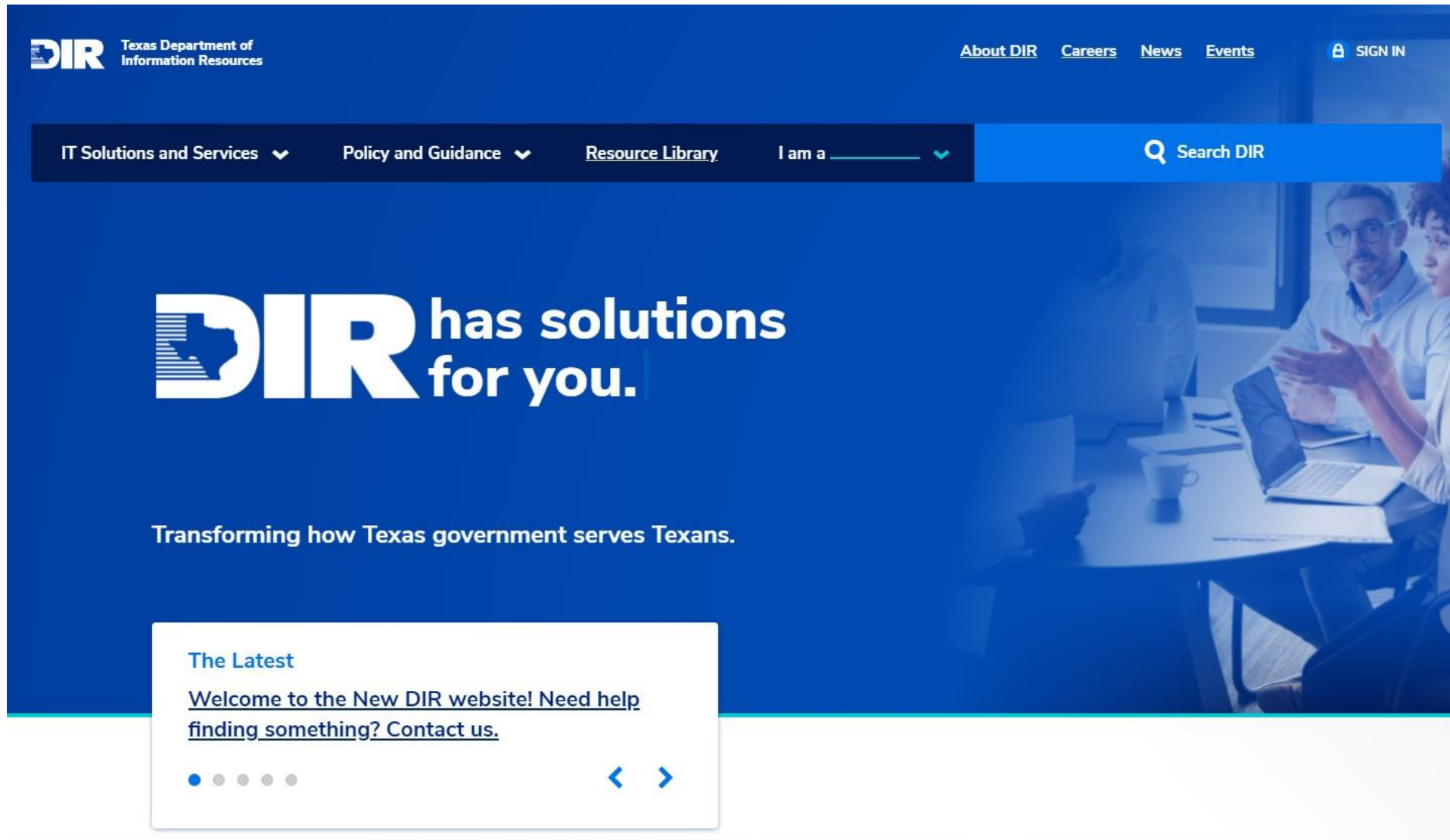
Standard processing time for Exemption requests is 15 business days from the date of receipt.

## Expedited Exemptions Request:

- Expedited Request must include the Exemption Request Form
- DIR will process the request within three (3) business days
- **Request *must* include a statement from the agency head, or his/her designee**
- Describe the reason for the expedited request

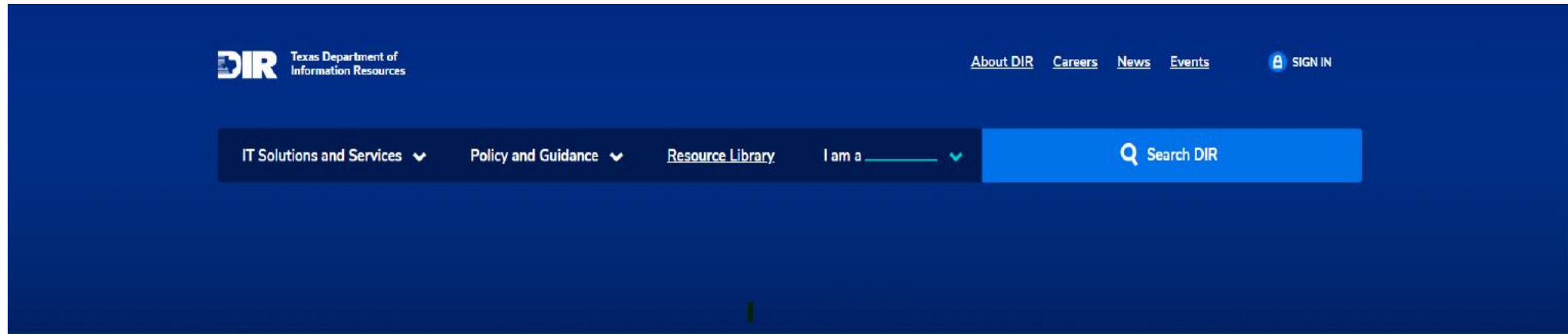


# DIR Forms – Cooperative Contracts Exemption





# DIR Forms – Cooperative Contracts Exemption



[Home](#) >

## My DIR Applications Portal

Disclaimer - All Application Portals are optimized for Google Chrome or Mozilla Firefox web browsers.

Related Links for  
Information

[Exemption Requests](#)

**Note:** Scroll down on web page for further information.

# DIR Forms – Cooperative Contracts Exemption

**Exemption Request Portal - State Agency Only**

Access is restricted to State Agencies for submission of Exemption Requests for purchases made outside of DIR.

[Exemption Request Portal](#) >

[Request Log-In Credentials](#) >



**DIR**  
Texas Department of Information Resources

### Exemption Request Login

Internet Explorer Not Supported

**Log in**

[Forgot your password?](#)

[Need a login?](#)

[Need help?](#)

# DIR Forms – Cooperative Contracts Exemption

## Customers will receive a confirmation email from DIR

- The assigned waiver number
- Date waiver was created and submitted to DIR
- Category selected on the waiver
- Exemptions can be approved or denied. They may also be withdrawn.
- Agencies should wait for DIR to respond before proceeding with procurement.

# Cooperative Contracts Exemptions

## Don't see what you need to purchase?

- New Product and/or Service Request Form (NPSR)

<https://dir.secure.force.com/SuggestionSite/>

- Cooperative Contracts Exemption Review Process

Gov't Code, 2157.068 requires state agencies to **purchase hardware, software, and technology services** through DIR's cooperative contracts.

Ask DIR if you can't find what you are looking for and we will help find it. If we don't have it, follow the exemption request process.

The exemption process also helps DIR know what our customers need and want. If a couple of customers want similar things, DIR may be able to procure a contract for those items and services.

- Link to YouTube DIR Cooperative Contracts Exemptions: <https://www.youtube.com/watch?v=VYPAweb4ODI>



# NIGP Commodity Codes





# NIGP Commodity Codes

Check our [COVID-19 response page](#) for the latest announcements. Consulte nuestra [página de respuesta de COVID-19](#) para conocer los últimos anuncios.

 **COMPTROLLER.TEXAS.GOV**

**Glenn Hegar**  
Texas Comptroller of Public Accounts

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PROGRAMS ▾

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## Business Center

Comptroller Resources for Taxpayers

**web file**

eSystems Login



Webfile reports in processing **448** [see details](#)

### File & Pay

Tax Forms

TEXNET - Electronic Payment Network

Due Dates

### Register

Sales Tax Permit Application

Ag Timber Exemptions

Centralized Master Bidders List (CMBL)

Texas Direct Deposit

eSystems/Webfile

### Webfile

File and Pay Electronically

Webfile Help Videos

Videos en Español

### Lookup

Unclaimed Property

Franchise Tax Account Status

Look up Sales Tax Rates

Electronic State Business Daily (ESBD)

Sales Taxpayer Search

State Payments Issued

Tax-Exempt Entity Search



## Announcements and Notifications

### Hurricane Nicholas

Information for Texas taxpayers in counties impacted by Hurricane Nicholas. [Learn more.](#)

### New Sales Tax Rate Locator Services Available

Through our [Sales Tax Rate Locator](#), you can now download a comprehensive dataset of Texas addresses and associated state and local sales and use tax responsibilities. You can also download a Local Jurisdiction Tax Rate file.

### High Call Volume

We are experiencing higher than normal call volume. While we are available Monday through Friday, 8 a.m.-5 p.m. Central Time, shorter wait times normally occur from 8-10 a.m. and 4-5 p.m. Please have your 11-digit taxpayer number ready when you call. For additional information, see our [Call Tips](#) and [Peak Schedule](#) webpage.

### Modified Hours and Locations for Walk-in Taxpayer Service Horas Modificadas y Ubicaciones para Servicio de Contribuyente en Persona

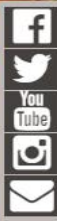
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# NIGP Commodity Codes



## NIGP COMMODITY CODES

The [National Institute of Governmental Purchasing](#) (NIGP) Commodity Book has been prepared for the use of bidders, vendors, and state agency personnel.

- Agencies use the class-item numbering and descriptions found in this book to properly code products or services on their requisitions and purchases, so informal and formal invitations for bid will reach vendors that have indicated they are capable of furnishing the required materials, equipment, supplies, and services.
- Bidders are encouraged to become familiar with the format and contents of this book as they apply to the [Centralized Master Bidders List](#) search and vendor profiling. It is *extremely* important to both agencies and potential bidders that bidder class-item selections are correct.

**Note to Bidders:** please do not select classes or items for which you **CANNOT** do business. If you are unable to bid or provide goods/services upon award, you may be removed from the Centralized Master Bidders List (CMBL).

### Code Support and Access

Vendors registering with the State of Texas CMBL that need help identifying class and item codes that are applicable to your company, should email the [CMBL Help Desk](#) or call 512-463-3459.

State agencies or Texas Smartbuy Members may access the [NIGP Living Code](#) through the annual site license obtained by SPD. Each agency is allowed one free agency account with the capability to set-up multiple users. If you anticipate having multiple users logged in at the same time on a regular basis, you may want to purchase additional seats from NIGP. The accessing features of the Living Code include:

- Real-time access to correct State of Texas commodity or service class and items
- Standardization of generally accepted specifications
- Support for inventory management and procurement planning and management

To set up your entity's living code access or to set up new commodity codes for government entity use, please email the [NIGP coordinator](#) or call 512-463-3459.



### Resources

- [Commodity Book Downloadable File \(csv\)](#)
- [Commodity Code Listing by Class](#)
- [Search the Commodity Book Alpha Index Keyword Search](#)

**Reminder:** If the class-item commodity code or category contains an asterisk (\*), it is likely an AIS (Automated Information System), or I.T. related item.



# Purchasing Thresholds



# Threshold Requirements – Applies to Texas State Agencies only

## Initial Term Contract Value

<b>Up to \$50,000</b>	May directly award contract to DIR Cooperative Contracts vendor(s) or reseller(s)
<b>Over \$50,000 but not exceeding \$1 million</b>	Must submit request for pricing to at least <b>three (3)</b> DIR vendors or resellers in the applicable category
<b>Over \$1 million but not exceeding \$5 million</b>	Must submit request for pricing to at least <b>six (6)</b> DIR vendors or resellers in the applicable category
<b>Over \$5 million but not exceeding \$10 million</b>	Texas State Agencies have the option of utilizing DIR's Cooperative Contracts for I.T. products and services procurements. Must submit request for pricing to at least <b>six (6)</b> vendors or resellers in the applicable category
<b>Exceeds \$10 million</b>	May not enter into a contract through the DIR cooperative contracts program to purchase a commodity item

# Customer Exceptions

## **Threshold and Statement of Work review and signature processes do not apply:**

- Institutions of higher education
- K-12
- Local governments
- Assistance organizations
- Out-of-state customers





# Statement of Work (SOW) Review



# Cooperative Contracts SOW Review

## Statement of Work Review

Under TAC 212, state agencies are required to submit SOWs to DIR for approval prior to solicitation and **prior** to contract award for SOWs over \$50,000.

### Services Requiring SOW review include but not limited to:

- Deliverables Based Information Technology Services (DBITS)
- End-User IT Outsourcing (managed services)
- Cyber Security Services
- Comprehensive Web Development
- Document Imaging and Enterprise Content Management (ECM)
- Cloud Services (if the customer completes a SOW)
- Complex services such as software or hardware customizations, integration, or overall project solutions



# Statements of Work (SOW) Review



- Support Agreements
- Maintenance Agreements
- Hardware or Software Only Contracts

# DIR SOW Templates

DIR has SOW templates for agency use for waterfall and Agile methodologies of project management.

## Appendix C STATEMENT OF WORK (SOW) (Agile)

**Project Name**  
Technology Category

**Agency Name**

Date

# SOW Review Scope

**DIR will be reviewing your SOW to ensure the scope is appropriate for the DIR contract(s) selected. Other items reviewed are:**

- Period of Performance/Term of Contract
- Deliverables
- Acceptance Criteria
- Reporting
- Security and Confidentiality
- Accessibility
- Vendors/contracts to solicit





# Statement of Work (SOW) Submissions Process



# SOW Process

## Draft Submission:

1. Agency submits draft SOW to DIR.
2. DIR reviews and consults with agency.
3. DIR responds to agency within 30 working days of submission.
4. Agency submits approved SOW to relevant DIR vendor(s).



## Final Submission:

1. Agency evaluates vendor responses and negotiates final version of SOW.
2. Agency and vendor execute final version of SOW.
3. Agency sends final signed SOW to DIR for approval. DIR responds to agency within 3 working days.
4. DIR reviews, approves, signs and returns SOW to agency.



Agency then issues the purchase order to selected vendor.



# SOW Process – Timelines



***Draft SOW*** Review  
30 Business Days



***Expedited Draft SOW*** Review  
3 Business Days

***Final SOW*** Review  
3 Business Days

# SOW Process – Amendments

- All amendments or change orders, are to be submitted to DIR for approval. This includes any changes to the scope regardless of cost.
- Amendments would be submitted through the DIR portal with reference to the original SOW and would follow the same path as the draft and final submissions of the original.



# Important Notes

**Agencies must  
post all executed  
SOWs on their  
websites.**

**SOW is not valid and  
vendor cannot  
be paid until  
DIR signs the  
final SOW.**



# Cybersecurity Training Requirements



# Cybersecurity Training



**Texas Government Code Section 2054.519 State Certified Cybersecurity Training Programs** requires DIR in consultation with Texas Cybersecurity Council:

- to certify **at least five** cybersecurity training programs
- for **state and local employees, institutions of higher education, school districts** and **state contractors**
- Affects contracts awarded or renewed (as of June 14, 2019)
- **Contractors that access state computer systems or databases must complete a certified training program**

More information on cybersecurity training and reporting requirements for all entities is available at: <https://dir.texas.gov/information-security/statewide-cybersecurity-awareness-training?id=154>

# Maximizing HUB Utilization on DIR Contracts





# HUB Requirements

## HUB Subcontracting Plan (HSP)

- Ensure you have a copy of the most current HSP in your procurement file
- Seek Clarification on HSP (what subcontractors will the vendor use on their HSP, \$ amounts and percentages)
- Progress Assessment Reports (PAR) – Vendors are required to submit a monthly PAR
- Make sure HUB Coordinator receives a copy of the PAR
- Any subcontractors NOT on the HSP will need to be added before they can be used
- Contracts have a HUB Goal. Other Services 26% or Commodities 21.1%

**Contact DIR HUB Office for assistance [dir.hub@dir.texas.gov](mailto:dir.hub@dir.texas.gov)**



# HSPs and DIR Contracts

- What does a HUB Subcontracting Plan (HSP) on a DIR Contract mean?
- Where do I find the HSP?
- What if there is no HSP?

## Contract Details & Ordering Information

[Products & Services](#)

[Commodity Codes](#)

[Brands](#)

• [Contract Documents](#)

[How to Order](#)

[Resellers](#)

### MORE INFORMATION

[Vendor Website](#) 

Visit this Vendor's website to view the latest product, service, and pricing information.



### Contract Documents

Contract documents include all essential contract documents for your procurement file.



PDF (189 KB)

[DIR-CPO-4478 Contract](#)

Date posted: 03/19/2020



PDF (1 MB)

[DIR-CPO-4478\\_Appendix\\_A\\_Standard\\_Terms\\_and\\_Conditions](#)

Date posted: 03/19/2020



PDF (2 MB)

[DIR-CPO-4478\\_Appendix\\_B\\_HUB\\_Subcontracting\\_Plan](#)

Date posted: 03/19/2020



PDF (64 KB)

[DIR-CPO-4478\\_Appendix\\_C\\_Pricing\\_Index.doc](#)

Date posted: 03/19/2020



PDF (2 MB)

[DIR-CPO-4478 RFO DIR-TSO-TMP-424](#)

Date posted: 03/19/2020



# Progress Assessment Report

Vendors are required to submit a PAR on a monthly basis to their customers.

Appendix A Standard Terms and Conditions included language for reporting requirements:

- a) Vendor shall electronically provide each Customer with Vendor's relevant Historically Underutilized Business Subcontracting Report, pursuant to the Contract, as required by Chapter 2161, Texas Government Code. Reports shall also be submitted to DIR. b) Reports shall be due in accordance with the CPA rules.

# HSP vs. PAR Discrepancies

**What do you do if you have a subcontractor identified on a PAR that is NOT on the vendor's HSP?**



# DIR Resources



# Information for Vendors

The screenshot displays the DIR website's 'IT Solutions and Services' page. The header includes the DIR logo, 'Texas Department of Information Resources', and navigation links for 'About DIR', 'Careers', 'News', 'Events', and a 'SIGN IN' button. A secondary navigation bar contains 'IT Solutions and Services', 'Policy and Guidance', 'Resource Library', and a dropdown for 'I am a'. A search bar is located on the right.

The main content area for 'IT Solutions and Services' includes a description: 'Find information about IT planning, cybersecurity, and data management for your organization.' Below this are tabs for 'Categories' and 'Program Areas'. A link 'Explore All Products and Services Categories' is highlighted with an orange arrow pointing to the 'Selling Through DIR' button in the 'GETTING STARTED' sidebar. The sidebar also includes 'Buying Through DIR' and 'Search Contracts' buttons.

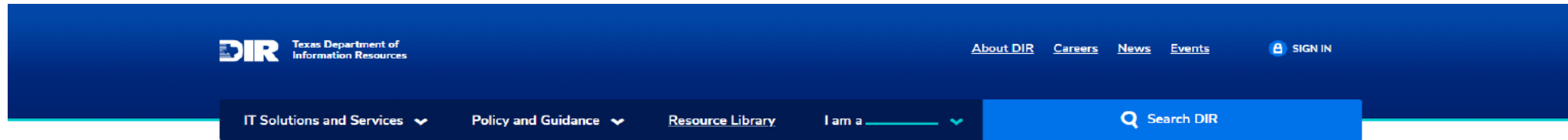
The 'IT Solutions and Services' section lists various categories: Cloud Services, Deliverables-Based IT Services (DBITS), Information Security, Print, Mail & Digitization Offerings, Hardware Products, Telecommunication Services, IT Staff Augmentation Contracts (ITSAC), and Software Products.

At the bottom, a banner reads 'Cost-effective solutions for all levels of government.' with a subtext 'Find IT products and services through DIR's Shared'. Two buttons are present: 'See IT Solutions and Services' and 'Buying Through DIR'.

**Note:** Scroll down on web page for further information.



# Information for Vendors – Cont.



Home > IT Solutions and Services

INFORMATION FOR

## Selling Through DIR

Vendors are an important partner in the success of DIR's core mission to serve Texas. Our vendors provide the IT products and services that are vital to our customer's technology needs. Find out more about the steps and processes to becoming a DIR partner and which responsibilities each vendor has to fulfill.

### Learn more about being a valued Vendor with DIR

#### Doing Business with DIR



Start here to find out more about partnering with DIR as a Vendor

#### Schedule of Solicitation Opportunities



Discover current and upcoming solicitation opportunities. This is the first step on how to bid and secure a DIR contract

#### Historically Underutilized Business (HUB) Program



Our HUB program has a dual role of increasing HUB participation through DIR Internal Procurement and all DIR Contracts

**Note:** Scroll down on web page for further information.



# Information for Vendors – Cont.



[Home](#) >

## Doing Business with DIR

[Selling Through DIR](#)

On this page:

[How to become a Prime Vendor](#)

[How to become a Reseller for a Prime Vendor](#)

[How to become a Sub-Contractor for a Vendor](#)

*“Vendors are essential partners to the state of Texas.”*

To become a DIR vendor, you first need to formally respond to an open solicitation, typically a Request for Offer (RFO) that corresponds to your

**Note:** Scroll down on web page for further information.

# Schedule of Solicitation Opportunities

## Posted on DIR's website under Selling Through DIR

<https://dir.texas.gov/it-solutions-and-services/selling-through-dir/schedule-of-solicitation-opportunities>

- Lists initiatives by procurement stage
  - Planning
  - Pre-Solicitation Notices/Requests For Information
  - RFO Postings/Electronic State Business Daily (ESBD)
  - Evaluation
  - Negotiation

Each initiative has a brief description, expected phase completion date, and contact information.



# Resources

## DIR Website

- **Schedule of Solicitation Opportunities**
- FAQs
- Webinars
- Templates
- Request for Technology Products and Services

## Open Data Portal

**Join a Mail List** [ITSourcing recommended]

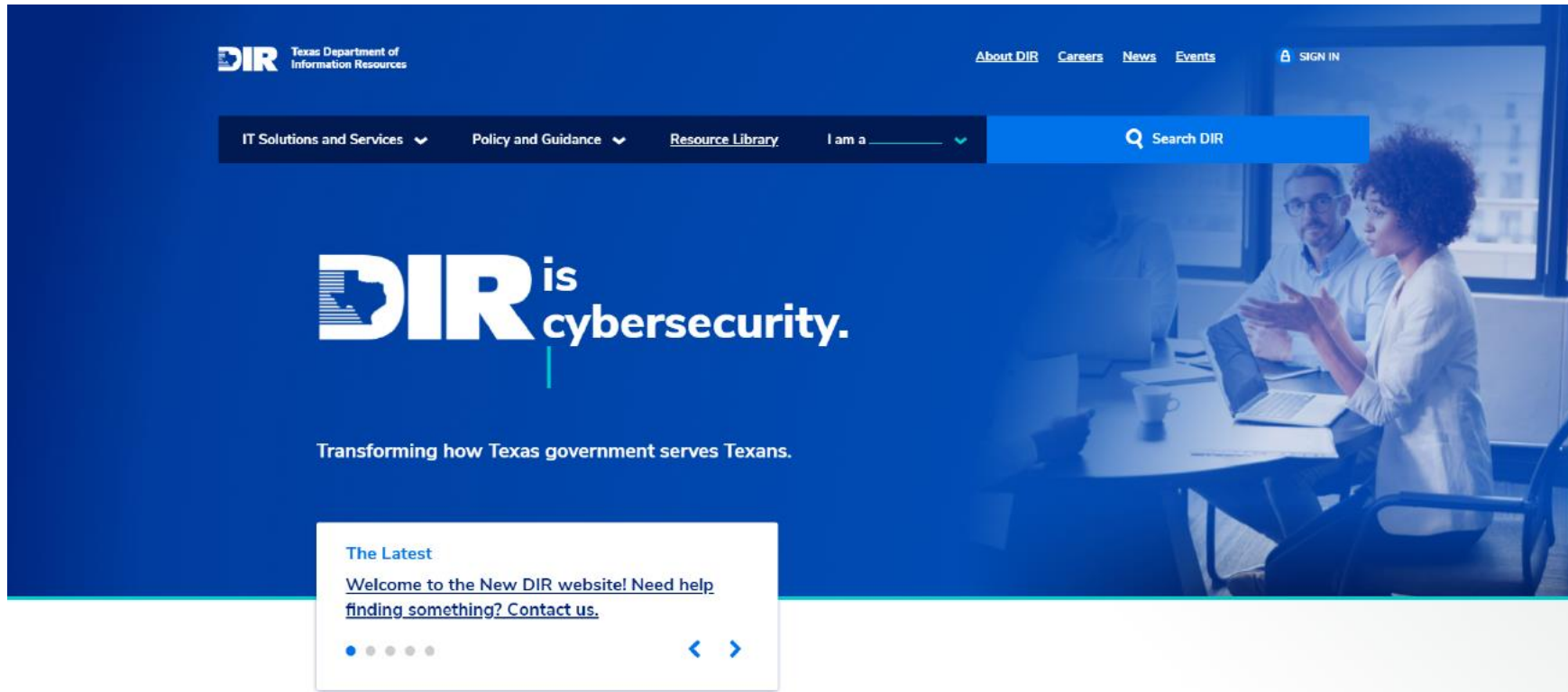
## DIR Contract Manager



# Resources – Stay Connected

## IT Sourcing Digest – Sign up on DIR website

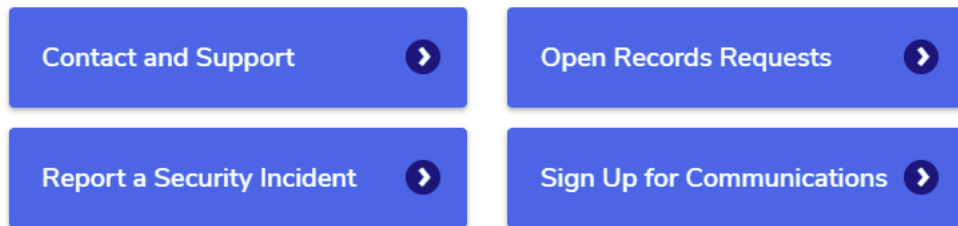
Follow timely information on this list including new contract awards, planned procurements, legislative implementation of contracting initiatives, planned and upcoming events and special projects.



# Resources – Stay Connected

## IT Sourcing sign up location (scroll to bottom of DIR home page)

How can we help you?



**Note:** Be sure to use your work email address. Personal email addresses are not accepted.

### Information Technology Professionals in Texas Government - **DIRTECH**

A discussion list to seek advice from other government IT staff regarding technology problems, post training opportunities, discuss technical issues, request referrals or opinions about IT products and services and share resources and expertise.

### Procurement and Contracting - **ITSOURCING**

Follow timely information on this list including: new contract awards, planned procurements, legislative implementation of contracting initiatives, planned and upcoming events and special projects (such as bulk purchases). Any employee of an organization eligible to utilize DIR contracts may subscribe.

### Project Managers in Texas Government - **TX-PM Project Management**

A list that allows project managers in Texas government to share information and to collaborate with their peers regarding: project management processes, techniques, and methodologies; project management training opportunities; referrals or opinions about project management products and services, roles and related processes.

### Training Coordinators or Trainers - **DIRTRAIN**

A discussion list to seek advice and referrals from other government staff regarding training issues. Subscribers post training opportunities or needs, discuss issues involving training, education, e-learning, request referrals or opinions about products and services, share resources and expertise and announce meetings and events.





# Questions & Discussion

# Contact Information

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# Thank You

[dir.texas.gov](http://dir.texas.gov)

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Texas Department of Information Resources

Transforming How  
Texas Government  
Serves Texans